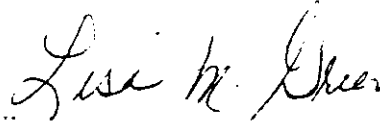


11. WHEREFORE, Business Options, Inc. respectfully requests that the Commission grant it the authority to discontinue the provision of resold long distance interexchange services to customers in the state of Vermont. In consideration of this request, Business Options submits that the public convenience and necessity will not be adversely affected by the discontinuance of long distance in the aforementioned state. Indeed, Vermont customers may optionally choose from numerous other carriers offering long distance services at competitive rates, and under reasonable terms and conditions.

Respectfully submitted,

Business Options, Inc.
8380 Louisiana Street
Merrillville, Indiana 46410
Telephone: (219) 756-5320

By: 

Lisa Green, Regulatory Expansion Officer
Tariffs & Regulatory Compliance

DATED: December 20, 2002

Business Options
8380 Louisiana Street
Merrillville, IN 46410
219.756.5320

BUSINESS OPTIONS WILL NO LONGER BE SERVICING VERMONT CUSTOMERS.

At one time and potentially currently, you were listed as a Business Options customer. If you have Business Options long distance, you should find a new carrier immediately.

EFFECTIVE DECEMBER 21, 2002, BUSINESS OPTIONS IS DISCONNECTING ITS VERMONT CUSTOMERS FROM BUSINESS OPTIONS LONG DISTANCE.

Business Options will close your account at that time and you should be unable to make any long distance calls unless you have chosen a new long distance provider.

How to choose another long distance carrier:

Select a carrier of your choice and call that company ASAP! Pick a rate plan that fits your calling pattern. To receive a company's lowest rate plan, you must contact the long distance provider directly. Business Options does not recommend any particular company, but for your convenience, I have provided the name and phone number of several popular long distance companies:

- AT&T (800) 225-5288
- MCI (800) 444-3333
- Sprint (800) 877-4646

Questions...

If you have any questions, please do not hesitate to call me at 219.756.5320.

Thank you for allowing us to serve you!



Ms. Lisa Green
Corporate Affairs Representative

**BEFORE THE
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)
)
Section 63.71 Application of Business Options Inc.)
for Authority to Discontinue Business Options)
Telecommunications Service)

To: Common Carrier Bureau, Network Services Division

REQUEST FOR WAIVER

Business Options, Inc. ("BOS"), pursuant to Section 1.3 of the Rules and Regulations of the Federal Communications Commission ("FCC" or "Commission"), hereby requests a waiver, to the extent necessary, of the customer notification requirements set forth in Section 63.71(a) of the FCC's rules.

Concurrently herewith, BOS has filed an application ("Application") for authority pursuant to Section 214(a) of the Communications Act of 1934, as amended ("Act"), and Section 63.71 of the FCC's rules, to discontinue the provision of Business Options, Inc. telecommunications services in Vermont.. As discussed in the Application, the letter of notification of discontinuance has been sent to all of BOS's Vermont customers. Also stated in the Application, BOS is not a dominant carrier, and has a total of 1600 customers, less than 200 who are active customers, in which half of those active customers have called BOS to formally cancel their service after receiving our notification letter. Sending out another letter would only cause confusion to our diminutive customer list.

Under Section 1.3 of its rules, the Commission may waive any provision of its rules if good cause is shown.¹

Here, there is good cause for a waiver of the customer notification requirement, because a clarification letter of notification to BOS customers of the proposed discontinuance would create an unnecessary burden on our staff.² As discussed above and in the Application, BOS's customers have received a letter of notification and have formally cancelled their long distance services with BOS.³

For the foregoing reasons, BOS respectfully seeks a waiver of the customer notification provision of Section 63.71(a) to the extent it would apply to the proposed discontinuance.

Respectfully submitted,

BUSINESS OPTIONS, INC

By: Lisa M. Green
Lisa Green
Regulatory Expansion Officer
8380 Louisiana Street
Merrillville, IN 46410
(219) 756-5320

Date: December 20, 2002

¹ 47 C.F.R. § 1.3

² Would create an unnecessary burden on our staff - BOS sent out the letter of notification pursuant to Vermont Regulations. However, in the interests of regulatory certainty, BOS is seeking waiver of the requirement to the extent the Commission may deem necessary.

³ All affected customers have been notified and the majority have already cancelled their services with BOS after receiving our letter of notification.

ATTACHMENT K

Business Options
8380 Louisiana Street
Merrillville, IN 46410
219.756.5320

BUSINESS OPTIONS WILL NO LONGER BE SERVICING VERMONT CUSTOMERS.

At one time and potentially currently, you were listed as a Business Options customer. If you have Business Options long distance, you should find a new carrier immediately.

EFFECTIVE DECEMBER 21, 2002, BUSINESS OPTIONS IS DISCONNECTING ITS VERMONT CUSTOMERS FROM BUSINESS OPTIONS LONG DISTANCE.

Business Options will close your account at that time and you should be unable to make any long distance calls unless you have chosen a new long distance provider.

How to choose another long distance carrier:

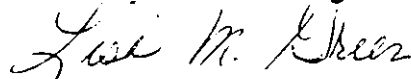
Select a carrier of your choice and call that company ASAP! Pick a rate plan that fits your calling pattern. To receive a company's lowest rate plan, you must contact the long distance provider directly. Business Options does not recommend any particular company, but for your convenience, I have provided the name and phone number of several popular long distance companies:

- AT&T (800) 225-5288
- MCI (800) 444-3333
- Sprint (800) 877-4646

Questions...

If you have any questions, please do not hesitate to call me at 219.756.5320.

Thank you for allowing us to serve you!



Ms. Lisa Green
Corporate Affairs Representative

ATTACHMENT L



**Federal Communications Commission
Washington, D.C. 20554**

November 1, 2002

**VIA CERTIFIED MAIL
RETURN RECEIPT REQUESTED
AND FACSIMILE**

Legal Department
Business Options, Inc.
8380 Louisiana Street
Merrillville, IN 46410-6312

Dear Sir or Madam:

The Enforcement Bureau of the Federal Communications Commission ("FCC") is conducting an inquiry into certain practices associated with the services of Business Options, Inc. ("BOI"). The practices in question relate, among other things, to the unauthorized conversion of a consumer's preferred telephone service, commonly referred to as "slamming," contrary to the requirements contained in Section 258 of the Communications Act of 1934, as amended, 47 U.S.C. § 258, and the Commission's related rules, 47 C.F.R. §§ 64.1100-1140. This inquiry is undertaken pursuant to the provisions of Sections 4(i), 218 and 403 of the Communications Act, 47 U.S.C. §§ 154(i), 218, 403.

To assist the Bureau in determining whether enforcement action is appropriate with respect to these practices, we direct BOI to provide the information and documents specified below on or before November 22, 2002.¹

Instructions

If you request that any information or documents responsive to this letter be treated in a confidential manner, you shall submit, along with all responsive documents, a statement of the reasons why the documents should be afforded confidential treatment and the facts upon which this claim is based, in accordance with the FCC's rules. See 47 C.F.R. § 0.459.

If you withhold any documents under claims of privilege, you shall submit, together with any claim of privilege, a schedule of the items withheld that states individually as to each such item the numbered request (below) to which each item responds and the type, title, specific subject matter, and date of the item; the names, addresses, positions, and organizations of all authors and recipients of the item; and the specific grounds for claiming that the item is privileged.

¹ Pursuant to Sections 218 and 403 of the Communications Act, 47 U.S.C. §§ 218, 403, the FCC is authorized to compel the production of documents and other information.

Each requested document not subject to a claim of privilege or request for confidential treatment shall be submitted in its entirety even if only a portion of that document is responsive to a request. This means that the document shall not be edited, cut, or expunged, and shall include all appendices, tables, or other attachments, and all other documents referred to in the document or attachments. All manuals, instructions, and any other written materials necessary to understand any documents responsive to these requests must also be submitted.

BOI must immediately modify its document retention policies, if necessary, to ensure that no arguably relevant Documents, as defined herein, are destroyed. This obligation includes not only the Documents responsive to the specific inquiries contained herein, but also any other Documents relating to these matters. BOI must retain all Documents and continue the modified document retention policies for twenty-four (24) months from the date of this letter unless (1) BOI is directed by the Enforcement Bureau to retain such Documents and continue the modified document retention policies for some alternate period of time or (2) the Enforcement Bureau and or the FCC releases any item on the subject of this inquiry, including but not limited to a Notice of Apparent Liability for Forfeiture or an Order of any kind, in which case BOI must retain all such Documents and continue the modified document retention policies until the matter has been finally concluded by payment of any monetary penalty, satisfaction of any conditions, expiration of all possible appeals, conclusion of any collection action brought by the United States Department of Justice or execution and implementation of a final settlement with the Enforcement Bureau. This includes not only the information requested, but also any other documents relating to these matters, including, without limitation, files, computer disks and tapes, audio or visual tapes or recordings, manuals, instructions, training materials, memoranda, documents, forms, letters, or other writings used in connection with BOI's advertising, promotion, marketing, offering for sale, sale, and billing.

For purposes of this letter, the word "any" shall be construed to include the word "all," and the word "all" shall be construed to include the word "any." Additionally, the word "or" shall be construed to include the word "and," and the word "and" shall be construed to include the word "or." The word "each" shall be construed to include the word "every," and the word "every" shall be construed to include the word "each."

For each document or statement submitted in response to the requests below, indicate, by number, to which request it is responsive. If any document is undated, state the date on which it was prepared. If any document does not identify its author(s) or recipient(s), state, if known, the name of the author(s) or recipient(s). If such information is unknown to BOI, identify the person(s) from whose files the document was retrieved.

For purposes of this letter, unless otherwise specified, the documents that are the subject of the numbered paragraphs below are all documents dated or created, in either final or draft form, from April 1, 2002 until the present.

Identify with reasonable specificity all documents provided in response to these requests. Any written statement in response to a request should be certified by an authorized officer of the company.

Definitions

For purposes of this letter, the following definitions apply:

"Document" shall mean the complete original (or in lieu thereof, exact copies of the original) and any non-identical copy (whether different from the original because of notations on the copy or otherwise).

regardless of origin or location, of any written, typed, printed, transcribed, taped, recorded, filmed, punched, computer-stored, or graphic matter of every type and description, however and by whomever prepared, produced, disseminated, or made, including but not limited to any advertisement, book, pamphlet, periodical, contract, correspondence, facsimile, e-mail, file, invoice, memorandum, note, telegram, report, record, handwritten note, working paper, routing slip, chart, graph, photograph, paper, index, map, tabulation, manual, guide, outline, script, abstract, history, calendar, diary, agenda, minute, marketing plan, research paper, preliminary drafts, or versions of all of the above, and computer material (print-outs, cards, magnetic or electronic tapes, disks and such codes or instructions as will transform such computer materials into easily understandable form).

"BOI" shall mean Business Options, Inc., any affiliate, d/b/a, parent companies, any wholly or partially owned subsidiary, or other affiliated companies or businesses, and all directors, officers, employees, or agents, including consultants and any other persons working for or on behalf of the foregoing at any time during the period covered by this letter.

"Preferred carrier" shall mean the provider of telephone exchange service or telephone toll service selected by the telephone subscriber.

"BOI telemarketers" shall include telemarketers who work directly at BOI's facilities and those who work for non-affiliated companies as agents of BOI.

Documents and Information to be Provided

1. Describe BOI's corporate structure, including a description of each subsidiary or affiliate identified. Also provide a list of the officers and directors of each affiliated entity. Provide all relevant documents.
2. Provide evidence that BOI has complied with the registration requirements pursuant to 47 C.F.R. § 64.1195.
3. During the period from April 1, 2002 to the present, has BOI or any of its subsidiaries, affiliates, or any other entity acting under BOI's control or as its agent, submitted or executed an order to change the preferred carrier as specified in the complaints in Attachment A? If so:
 - a. Specify the nature of the BOI service(s) provided, e.g., local exchange, intraLATA/intrastate toll, interLATA/interstate toll, interstate toll, international, and provide the precise date (month/day/year) that BOI became the preferred carrier for each complainant telephone number.
 - b. For each affirmative response to Paragraph 3 above, state who authorized the change in service and the manner in which the authorization was made and provide all documents and information relating to the authorization.
 - c. For each affirmative response to Paragraph 3 above, describe in detail all steps taken to verify the consumer's request to change his or her preferred carrier. Include the name of the individual who verified the alleged authorization and the unique identifier provided; also describe the manner in which the verification was made (e.g., via a letter of agency, a third party verifier, or a toll-free number connected to a voice response unit). Also, for each complaint, include the name of the third party verifier who confirmed the

consumer's authorization, if applicable. Finally, for those customers on Attachment A that are under the headings "FCC Complaints" provide copies of all documents and information relating to the verification, including recordings that document the consumer's authorization.

- d. For each affirmative response to Paragraph 3 above, specify the precise date (month/day/year) that each complainant's service was changed back to his or her previous preferred telephone service provider. Provide all documents relevant to the change.
 - e. For each affirmative response to Paragraph 3 above, specify the precise date (month/day/year) that BOI closed the account for the complainant's telephone number. Provide all documents relevant to the closing of the account.
 - f. For each affirmative response to Paragraph 3 above, specify the exact amount of all BOI charges billed to the complainant account and the exact amount of any adjustments, credits, refunds or other type of financial reimbursement that were given to the complainant. If no adjustments or refunds were made, explain why BOI sustained the charges. Provide all documents relevant to the billing of charges and adjustments.
- 4. Provide copies of all telemarketing scripts that have been used by BOI telemarketers since April 1, 2002. Also provide any instructions to telemarketers with respect to their conversations with prospective customers. Provide all documents referring to these instructions.
 - 5. Describe BOI's telemarketing arrangements. Does BOI provide its own telemarketers or use third parties or agents? Provide contracts with third parties who provide telemarketing services on behalf of BOI. How many BOI telemarketers are engaged in soliciting business from the public? Provide an organizational chart of BOI's telemarketing operations and BOI's ratio of supervisors to telemarketing employees.
 - 6. Does BOI use any monitoring system to evaluate the performance of telemarketing employees in implementing the requirements of Section 258 of the Communications Act and the Commission's related rules, 47 C.F.R. §§ 64.1100-1140. Provide all documents outlining BOI's policies for complying with 47 C.F.R. §§ 64.1100-1140. What procedures do the monitors use? What is BOI's policy for dismissing employees who do not adhere to BOI's compliance policies? Provide all documents relevant to this policy and to any disciplinary action, including dismissal, under such policy.
 - 7. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees told the customer that they were representing the customer's telephone company and denied that they intended to change the customer's preferred carrier? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

- date
- customer name
- customer telephone number
- content of the conversation.

8. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees told the customer that they were representing AT&T? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

date
customer name
customer telephone number
content of the conversation.

9. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees told the customer to answer the third party verifier "yes" or the telemarketer would lose his or her job? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

date
customer name
customer telephone number
content of the conversation.

10. Has BOI or its agents found any instances since April 1, 2002 in which BOI telemarketing employees changed the customer's preferred carrier without asking the customer whether he or she wanted to change their preferred carrier or without mentioning the name of Business Options? If so, provide any documents related to the discovery of this practice, and describe each instance in detail, including, but not limited to:

date
customer name
customer telephone number
content of the conversation.

11. How many telemarketers have been dismissed for engaging in any of the practices mentioned in paragraphs 7-10? Provide any documents related to the disciplinary actions taken, and describe each instance in detail, including, but not limited to:

name, address and telephone number of the telemarketer
date of the occurrence
customer name and telephone number
nature of the practice.

12. Provide a list of all complaints received directly or from any state or federal agency, listed by agency, concerning the practices mentioned in paragraphs 7-10. Provide:

customer name
telephone number
date of each complaint.

BOI is directed to provide an affidavit or declaration pursuant to 47 C.F.R. § 1.16 and 28 U.S.C. § 1746, signed by an authorized officer of BOI, which states that all of the documents and information requested by this letter which are in BOI's possession, custody, control, or knowledge have been produced, and which certifies that the information produced is true and correct.

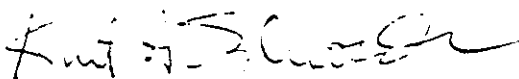
You should also be aware that the knowing and willful making of any false statement, or the concealment of any material fact, in reply to this letter of inquiry is punishable by fine or imprisonment under 18 U.S.C. § 1001.

Responses should be submitted on or before November 22, 2002 by overnight mail to the following address:

Peter G. Wolfe (3-A101)
Senior Attorney
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission
Rear 35 York Street
Gettysburg, Pennsylvania 17325

Thank you for your prompt cooperation and assistance in this matter. Contact Mr. Wolfe at (202) 418-2191 if you have any questions about this inquiry.

Sincerely,


Colleen K. Heitkamp
Chief, Telecommunications Consumers Division

CC: Kurt Schroeder
Deputy Chief, Telecommunications Consumers Division

Peter G. Wolfe

ATTACHMENT A

FCC Complaints

Barbara Beeson	02-S76279
Fred Michaelis	02-S77226
Jane Stack	02-76440

Complaints Filed with Maine Public Utilities Commission

Thelma Barrows	2 Bickford Drive Topsham, Maine 04086
Paul Brackett	189 North Avenue Skowhegan, Maine
Paula Brown	131 Cooper Road Alexander, Maine 04694
Barbara Chace	P.O. Box 507 Boothbay, Maine 04538
Roger Cloutier	RR 2 Box 1262 Kennebec, Maine 04349
Laura Crowley	8 Valley View Sabattus, Maine
Alice Gallant	6 Penfield Drive Kennebunk, Maine
Kathleen Gowen	71 Mast Road Cumberland, Maine 04092
Donald A. Guptil	387 Diamond Hill Road Berwick, Maine 03901
Harry Hallowell	6 Blueberry Drive Presque Isle, Maine 04769
Laurie Hart	10 Riverview Road Hampden, Maine 04444
Elizabeth Lachance	P.O. Box 844

Waterville, Maine 04903

Russell Manchester

**P.O. Box 585
Whiting, Maine**

Linda Murch

**74 Nichols Street
Androscoggin, Maine 04240**

Priscilla Ray

**P.O. Box 4
Carmel, Maine 04419**

Francis Roderick

**74 Fellow Street
South Portland, Maine 04103**

Carolyn Scott

**1614 County Road
Milford, Maine 04461**

Sarah J. Terrill

**15 Pinehurst Street
Augusta, Maine 04330**

Beatrice Violette

**120 South Street
Dover-Foxcroft, Maine**

Virgil Voter

**P.O. Box 53
Peru, Maine 04290**

Leroy Woodman

**326 Holley Road
Farmington, Maine**

ATTACHMENT M

Business Options, Inc.
8380 Louisiana Street
Merrillville, Indiana 46410-6312

December 9, 2002

Peter Wolfe
445 12th St. SW
Washington, DC 20554

Dear Mr. Wolfe:

I am faxing the responses as you requested. We will be sending over the state complaints as soon as we receive them.

If you having questions, comments or concerns, please contact me at 219-756-5320.

Respectfully,


Shannon Dennie
Dir. Of Corporate Affairs

Business Options Responses

1. Business Options was incorporated in the State of Illinois on March 15, 1992. The company is privately held and does not own any property in any state.

Owners, Directors and Officers:

Kurtis Kintzel	70% owner	President/COB
Keanan Kintzel	28% owner	Secretary/Treasurer/Director

2. Certificate of Authority from the State of Illinois is attached

3. During this period no one representing BOI has changed the preferred carrier as specified in the complaints in Attachment A.

4. The telemarketing sales script along with instructions to telemarketers are attached.

5. During this time period there was a day shift and a night shift. Each shift had approximately 40 employees and had 3 managers. All of these employees were Business Options employees.

6. Telemarketers are monitored daily. However, individuals are not notified when they will be monitored. Please see attached letter from the Vice President of Administration for our policy on employees failing to adhere to BOI policies and procedures. Also included is the Policy Letter dated October 3, 2002

For questions 7-11 please see attached letter from VP of Administration

Gene Chill
Vice President of Administration
Buzz Telecom
838380 Louisiana Street
Merrillville, IN 46410
(219) 756-5320
gchill@ebuzz.biz

4 December 2002

To Whom It May Concern:

As the senior employee over all Human Resource matters at Buzz Telecom, I am happy to forward the answers to questions as of our legal department by the FCC.

Question 7: I do have only one single such instance of the misrepresentation described in this point, and this occurred over five months ago. Our tape auditor caught this example and it did not result in a sale. I have no means by which I can retrieve the documents related to this situation as I don't recall even the representative involved. Any such instance, depending on how flagrant, would result in immediate suspension or termination.

Question 8: I have reviewed no such examples as described in this question.

Question 9: Our telemarketers alert the customer that the verifiers are there to assure that the representative is doing their job correctly; I have seen no examples where it is suggested the reps job would be lost based on the verification outcome.

Question 11: We terminated a Melissa Grissom in May, 2002, for violations that most closely approximate what is described in your questionnaire. This woman in fact sought to be rehired in late October but this was declined.

Warmly,

Gene Chill



To all to whom these Presents Shall Come, Greeting:

I, George H. Ryan, Secretary of State of the State of Illinois,
do hereby certify that BUSINESS OPTIONS, INC., A DOMESTIC
CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE MARCH 8,
1993, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE
BUSINESS CORPORATION ACT OF THIS STATE RELATING TO THE FILING OF
ANNUAL REPORTS AND PAYMENT OF FRANCHISE TAXES, AND AS OF THIS DATE,
IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF
ILLINOIS*****

PAUL D. PATE
Secretary of State
FILED
Date: 3-27-96
Time: 10:53
Receipt: W165248

In Testimony Whereof, I hereby set

my hand and cause to be affixed the Great Seal of
the State of Illinois this 22ND
day of MARCH 27, 1996



George H. Ryan
SECRETARY OF STATE

POLICY LETTER BUZZ TELECOM

November 8, 1993R

August 4, 1995R

October 11, 2000R

October 3, 2002

All Sales Personnel
All Exec.s
Qual Division
Delivery Division

"Our Relationship With Long Distance Carriers and Local Exchange Carriers"

We at Buzz Telecom are not agents of AT&T, Illinois Bell, Ameritech, Verizon or any or other long distance or local exchange carrier. Buzz Telecom is a switch less long distance carrier with it's own license and tariffed products to market. We are not contracted by any carriers to do this for them.

Any misrepresentation by a Buzz Telecom employee that we are agents or part of a major or local carrier (AT&T, Sprint, MCI, LCI, Verizon, Ameritech, etc.) is cause for immediate dismissal.

Any misrepresentation endangers our company and thus the livelihood of every employee of the company. DO NOT take it lightly. If you witness any misrepresentation, report it immediately. It could very well be your own job and paycheck that you are saving.

Employee writes "I have read and understand this Policy Letter"

Employee's Signature

Date

Witness Signature

Date

William Brzycki
Vice President of Administration

For and approved by the
Chairman of the Board

**POLICY LETTER
BUZZ TELECOM**

April 24, 2002

May 15, 2002 R

Inside Sales Rep Hat

"STANDARD SALES PITCH"

US Bell has been in business nearly ten years. We have experimented with many sales pitches over that time and created a sales pitch that produces new customers. The quantity and quality of orders produced are excellent. When sales Reps start changing the sales pitch, the following happens:

- They knowingly or unknowingly give the customer incorrect information;
- New and/or low producing Sales Reps start saying the same or similar things;
- The ratio of orders to verified orders ("submit percentage") decreases;
- Cancels after a month increase;
- Customer Service refunds increase;
- Legal complaints increase;
- Legal expenses are incurred;
- And sometimes we are asked to not sell in a certain state.

For these reason, US Bell will hereafter have only one sales pitch that all Reps will use. This pitch will be referred to as the "Standard Sales Pitch". Additionally, the objection handlings attached are the only approved handlings. If a Rep believes the script or the objection handlings can be improved, they may submit in writing a request to the COB via Executive Council to have their improvements reviewed. ~~Only the~~ COB may approve the script to be changed.

The approved Standard Sales Pitch and Standard Objection Handlings are signed and distributed Sales Directives.

Kurtis Kintzel
COB

Written for and approved by the Executive
Council and Chairman of the Board

Standard Sales Pitch

April 24, 2002

May 15, 2002r

Hello, may I please speak with the person in charge of the telephone bill, Mr./Mrs. _____?

Hi, how are you today? *(attempt to get in communication with the customer here on subjects other than telecommunications)*

My name is _____ and I am calling from Business Options to inform you that you are qualified to receive the Super Saver. The Supersaver may save you 25% - 50% on your long distance calls. You were selected for the savings because customers in your area have an excellent record with our company.

The Supersaver will lower your state to state rates down to 5.9 cents per minutes 24 hours per day, 7 days per week. The Business Options Supersaver is GUARANTEED to be one of the lowest rates in the telecommunications industry, especially compared to the 10-15 cents per minute you might be paying. Also, instead of paying almost \$10.00 in your monthly service fee like many people in the country, the Supersaver is only \$4.90 /month.

In order to receive the savings, what will simply happen is that Business Options will be handling all your long distance calls, including your local long distance calls. You will only have one phone bill for your local and long distance calls because we utilize your local telephone company for billing.

Will you be available in the next 15-20 minutes? The reason I ask is, a verifier will be giving you a quick call to verify that you are giving Business Options permission to change the long distance for (____) ____ - _____. They will also make sure that you understand that Business Options is not your local phone company, you understand that you are guaranteed to receive 5.9 cents per minute on your state to state calls, and that your monthly fee will only be \$4.90, okay?

Now when they call, they are not permitted to answer any questions. So, do you have any questions for me?

Okay, congratulations on being selected for the Business Options Supersaver and I hope you enjoy the savings.



Kamna Reillo
Director of Sales Training

The Business Options Supersaver Objection Handlings

April 26, 2002 revised

I am not interested...

- I understand how you feel, most people call wanting you to spend money. I'm calling to show you how you can save money. *Back to pitch...*
- If I could show you how to save money every month, then would you be interested? *Back to pitch...*
- I understand that you are very busy, if you could give me 2 minutes I can show you how to save money. *Back to pitch...*

Who is Business Options?

- I am glad you asked, Business Options is a nationwide phone company. We have provided over 1/2 million customers with service over the past ten years. *Back to pitch...*
- We are a nationwide telephone company that provides savings to small businesses and we are now also passing those same savings to residential customers like you. *Back to pitch...*
- We are a national phone company that for the past ten years has saved over 1/2 million customers money on their phone bill. *Back to pitch...*

I pay less per minute...

- How many average phone calls do you make per month?
- What kind of time restrictions do you have? *Back to pitch...*
- What is your monthly service fee? *Back to pitch...*
- What are your state-to-state rates? *Back to pitch...*

I don't have a monthly service fee...

- What is your price per minute?

I don't make any long distance calls...

- Do you have friends or family living outside your state? *Back to pitch...*
- Do you call other towns or cities in your own state? *Back to pitch...*
- Do you know what your currently paying for monthly service? *Back to pitch...*

Are you a telemarketer?

- I am a professional sales representative *Back to pitch...*
- I am a professional chair sitter... *Back to pitch...*